

Slide 1

Protective Services for Adults

An Overview

Slide 2

How does APS differ from CPS

- Adults have more Civil Rights than children. Adults
 - Can live where they want
 - Can live with whom they want to
 - Can live how they want to

That is as long as the adult can understand the risk(s) they are facing and can adequately explain the basis for their decisions.

- Right of self determination

Slide 3

APS can not rescue an adult against their will

- Even when capacity is in question an adult can not be removed from an unsafe situation unless either there is a basis for involuntary hospitalization or a legal intervention such as guardianship is implemented.
- Almost all APS interventions are voluntary interventions.
- Even when legal intervention is considered, the principle of least restrictive intervention is observed.

Slide 4

Other Differences from CPS

- No mandated reporting in New York
- Cases are not indicated, there are no expungement hearings
- APS is much smaller than CPS. Currently we have 31 caseworkers with 28 having field capacity. We have 4 geographic field teams, and 1 specialized unit, (Guardianship, Family Type Adult Homes, and Intake).

Slide 5

Set up of Adult Services Bureau

- - **Staff** – We are much smaller than CPS. APS currently has 27 caseworkers, of which 24 are field workers.
- 4 Geographic Field Teams
- Guardianship/Family Type Adult Home Team/Intake Unit

Slide 6

Who are APS clients

- Vulnerable Adults who are at risk
- Can be as young as 18 to as old as over 100.
- 65% of those referred are 60 or older
- 30% of those referred are 80 or older

Slide 7

How do we determine a person is eligible for Protective Services for Adults

- There are three (3) Criteria that must be met or unable to be ruled out.

Slide 8

Criteria #1

- Person has to be 18 years of age or older and must have a physical and/or mental incapacity that prevents that person from protecting themselves from risk or harm either through their own actions or the actions of others or they must have unmet basic essential needs.
- Disability and/or advanced age alone does not automatically make an individual eligible for PSA.

Slide 9

Criteria #2

- A person must be at risk of harm from the actions of themselves or others or they must have unmet basic essential needs
- APS is not a preventive service
- Types of risks include the different forms of abuse and neglect

Slide 10

Important issue for APS is the under reporting of elder/adult abuse

- It is estimated that 1 in 14 adults over 60 are victims of abuse
- It is believed that in only 1 in 5 of these cases is the abuse/neglect reported.

Slide 11

Why isn't elder/adult abuse reported

- Victims are often socially isolated by their abuser
- They may be incapable mentally and/or physically to report the abuse
- They may fear retribution
- They may have conflicted feelings if the abuser is an adult child/grandchild who is mentally ill, alcohol dependent or a substance abuser. Victim may believe they are somehow responsible for their child/grandchild's problems.

Slide 12

Why under reported continued

- Abuser may have convinced victim that the abuse is their fault. What they did caused the abuse to occur.
- They may believe that the abuser doesn't mean it. Things will get better if they do nothing
- Fear of the unknown. What happens if the abuser is removed?

Slide 13

Why under reported continued

- If the abuser is an adult child, grand child or other close relative the victim may just not want to see their abuser arrested
- Societal attitudes also contribute to under reporting
 - These are adults, there is often an attitude that it is none of my business
 - No one wants to believe this type of abuse takes place in their neighborhood by their neighbors, friends, family etc.
 - Perception that elder/adult abuse is not as important as child abuse

Slide 14

Categories of Abuse for APS

- 1) Physical Abuse- any intentional act that causes injury or harm
 - Examples include slapping, hitting, punching, burning etc.
 - Possible Indicators if not witnessed can be bruises, fractures, black eyes etc. or essentially any injury for which the explanation given for the injury is inconsistent with that injury.

Slide 15

Categories of Abuse for APS

- 2) Psychological/Verbal Abuse
 - The infliction of emotional pain or distress
 - Examples can be threats, humiliation, cursing, intimidation, yelling at, coercion, etc.
 - Possible indicators if not witnessed can be depression, confusion or other dementia type symptoms, anxiety, fear etc.
 - Victim has an unequal relationship with the abuser

Slide 16

Categories of Abuse for APS

- 3) Sexual Abuse
 - Any non-consensual sexual contact or consensual sexual contact with an individual who no longer has capacity to consent, (advanced dementia or serious mental illness) or with an individual who never had the capacity to consent, (severe developmental disability)
 - Possible indicators if not witnessed can be injuries to genital areas or breasts, sexually transmitted diseases, as well as depression, dementia type behavior and/or anxiety.

Slide 17

Categories of Abuse for APS

- 4) Financial Abuse/Exploitation – the theft or misuse of a person's income and/or resources.
 - Examples can be fraud, forgery, transfers of assets, changes of names on accounts or property, POA abuse, theft of possessions, money etc.
 - Possible indicators could be changes in banking habits, unpaid bills when sufficient income or resources are present, ATM usage, unusual credit care purchases or transfers of funds

Slide 18

Categories of Neglect

- 1) Caregiver Neglect
 - Failure to meet the needs of person being cared for.
 - Decisions being made not in victim's best interest
 - Can be active or passive
 - Caregiver does not have to be family member
 - Possible signs of caregiver neglect
 - Malnutrition, dehydration, bedsores, poor hygiene, inadequate clothing, substandard housing, inadequate medications, home care etc.

Slide 19

Crimes against PSA Clients

- Abuse and severe caregiver neglect may rise to the level of a crime
- PSA workers are required to report such crimes to the Police and/or District Attorney's Office

Slide 20

Categories of Neglect

- 2) Self Neglect
 - Approximately 50% of referrals received allege some form of self neglect
 - Self neglect is the failure of an individual to maintain adequate
 - Housing
 - Food
 - Clothing
 - Medical or mental health care etc.

Slide 21

Examples of Self Neglect

- Severe clutter
- Lack of utilities and/or heat
- Filth
- Excessive numbers of animals
- Insect and/or rodent infestations
- Inadequate or non-existent medical care
- Lack of medications or medications not taken properly
- Poor hygiene and/or clothing
- Untreated mental illness
- Homelessness

Slide 22

Criteria # 3

- There must be no one willing and able to assist responsibly
- Are there family members, friends or other individuals able to assist
- Is there another agency already involved

Slide 23

Intake Unit
Entry point to APS

- Intake Unit receives referral
- 854-3195, 854-3196 or 854-3197
- PSA assessment done by Intake Unit worker
- Referral is either rejected or accepted for field team assessment
- Referrals are accepted for investigation if all three required criteria are met.
- If rejected, referring party is advised of this decision and given the basis for rejection

Slide 24

Field Team Assessments

- Visit made within 3 working days unless potential life threatening or serious harm condition is indicated. In such cases a visit is made within 24 hours
- Initial visits are almost always made to the person's residence

Slide 25

Caseworker's initial visit

- Caseworker will attempt to interview the client alone. If abuse or neglect is alleged they will also attempt to interview the alleged abuser/neglector if present
- Caseworker during first visit will attempt to secure information from client regarding:
 - Medical conditions, medications, names of physicians etc.
 - Family, friends, neighbors, agencies involved etc.
 - Income and resources

Slide 26

During 60 day assessment period Caseworker may

- Apply for needed benefits
- Assist with securing any needed medical care and/or medications
- Attempt to obtain food or other needed items from community resources
- Attempt to contact family members, neighbors friends for information and assistance
- Make referrals to mental health resources if appropriate
- Assist if needed with obtaining orders of protection

Slide 27

At the end of assessment period

- New PSA assessment is completed
- If individual is determined to be eligible for PSA a case is opened and the client is visited on at least a once a month basis for as long as the person continues to be eligible for PSA
- If the individual is determined to be ineligible for PSA, due to one or more of the criteria not being present, the referral is resolved.

Slide 28

When voluntary services are ineffective

- Decision is made whether to transfer case to the Guardianship Team. The eligibility determination is made based on degree of risk combined with the individual's understanding of the risk they are facing.
- If guardianship is decided upon, a petition is drafted to ask the Court to appoint an adult guardian for this individual to manage their financial affairs and/or personal needs

Slide 29

Family Type Adult Homes

- New York State issues the licenses for these homes based on our recommendations.
- These homes provide a family type atmosphere for up to 4 persons who have been determined by a physician to require the supervision and support services these homes provide.
- They are an alternative to the larger more impersonal proprietary adult homes.
- **Most of the Family Type Adult Homes accept the Level I SSI rate.**

Slide 30

Services

Other Services provided:

- Financial Management
- Representative Payee
- Assistance with PA, Medicaid, Food Stamps applications
- Case planning to identify needed resources: Meals on Wheels, Adult Day Care, etc.
